

WHAT IS CLAIMED IS:

1. A computer implemented method for collecting employee feedback, said method comprising the steps of:

- (a) identifying a plurality of categories related to the work conditions at an employer;
- (b) gathering employee feedback;
- (c) organizing said employee feedback by said categories into a rating report; and
- (d) allowing employers and other entities access to said rating report.

2. The method of claim 1 wherein said gathering employee feedback step includes the steps of:

- (a) providing said employees access to form letters;
- (b) associating said form letters with one of said categories; and
- (c) maintaining an electronic copy of said form letter in a database.

3. The method of claim 2 wherein said gathering employee feedback step further includes the steps of:

- (a) providing a survey form having a plurality of questions related to said categories; and
- (b) providing said employees access to said survey forms; and
- (c) maintaining the results of said forms in a database

4. A computer implemented method for collecting employee and consumer feedback, said method comprising the steps of:

- (a) identifying a plurality of categories related to the work conditions at an employer and the products or services of the employer;
- (b) gathering employee feedback;

- (c) gathering consumer feedback;
- (c) organizing said employee feedback and consumer feedback by said categories into a rating report; and
- (d) allowing employers and other entities access to said rating report.

5. The method of claim 4 wherein said gathering employee feedback step includes the steps of:

- (a) providing said employees access to form letters;
- (b) associating said form letters with one of said categories; and
- (c) maintaining an electronic copy of said form letter in a database.

6. The method of claim 5 wherein said gathering employee feedback step further includes the steps of:

- (a) providing a survey form having a plurality of questions related to said categories; and
- (b) providing said employees access to said survey forms; and
- (c) maintaining the results of said forms in a database

7. The method of claim 6 wherein said gathering consumer feedback step includes the steps of:

- (a) providing said consumers access to form letters;
- (b) associating said form letters with one of said categories; and
- (c) maintaining an electronic copy of said form letter in a database.

8. The method of claim 7 wherein said gathering consumer feedback step further includes the steps of:

- (a) providing a survey form having a plurality of questions related to said categories; and
- (b) providing said consumers access to said survey forms; and
- (c) maintaining the results of said forms in a database

9. The method of claim 7 wherein said organizing said employee feedback and consumer feedback by said categories into a rating report step further includes the steps of providing a comparison between employee feedback and consumer feedback.